

## PATIENT BILL OF RIGHTS AND RESPONSIBILITIES

**Y**ou have explicit rights regarding your health care, as well as specific responsibilities to participate in your own health care decisions. We want to encourage you to become familiar with these privileges and to take an active role in exercising them. For example:

- ☞ **INFORMATION DISCLOSURE**. You can expect to receive accurate, easily understood information and assistance in making informed health care decisions about your health plans, providers and facilities.
- ☞ **CHOICE OF PROVIDERS AND PLANS**. You can choose a health care provider that will ensure access to appropriate, high-quality health care.
- ☞ **ACCESS TO EMERGENCY SERVICES**. You are entitled to access emergency health care services when and where the need arises. There is no requirement for preauthorization for emergency services.
- ☞ **PARTICIPATION IN TREATMENT DECISIONS**. You have the right and responsibility to fully participate in all decisions related to your health care, subject to readiness requirements for active duty Service members. To the extent practical, our staff and TRICARE Prime network professionals shall provide you with easily understood information and the opportunity to decide among treatment options consistent with the informed consent process.
- ☞ **RESPECT AND NONDISCRIMINATION**. You can expect considerate, respectful care from each of our staff members at all times, and under all circumstances in an environment of mutual respect and free from discrimination. In accordance with DoD policy, we do not discriminate in the delivery of health care services or in marketing and enrollment practices based on race, ethnicity, national origin, religion, gender, age, mental or physical disability, genetic information, sexual orientation, or source of payment.
- ☞ **CONFIDENTIALITY OF HEALTH INFORMATION**. You can look forward to communicating with health care providers in confidence, to have the confidentiality of your individually identifiable health care information protected, and to review and copy your own medical records and request amendments to your records, subject to limited exceptions for which there is a clear legal basis, subject to the Health Information Portability and Accountability Act of 1996.
- ☞ **COMPLAINTS AND APPEALS**. You can anticipate fair and efficient process for resolving possible differences with your health care provider, this facility or a TRICARE contractor, including a rigorous system of external review.

**A**lso, you are expected and encouraged to exercise reasonable responsibility and accountability for your own health care. By doing so you increase your chances of getting the best results and you help us in our effort to improve our services for you. That is why you should:

- ☞ Adopt healthier habits such as exercising, not smoking, and eating a healthy diet. Also avoid spreading disease intentionally.
- ☞ Become involved in specific health care decisions, working together with your health care provider in developing and carrying out an agreed-upon treatment plan and disclosing relevant information and clearly communicating wants and needs.
- ☞ Ask questions if you do not fully understand your treatment plan. This will allow us the opportunity to provide additional education so that you can follow your plan of care safely.
- ☞ Recognize the reality of risks and limits of the science of medical care, and be aware of our health care providers' obligation to be reasonably efficient and equitable in providing care to other patients.
- ☞ Increase your knowledge about this facility and TRICARE coverage, options, and rules and abide by applicable procedures.
- ☞ Show respect for other patients and health workers and make a good-faith effort to meet financial obligations.

 Report wrongdoing and fraud to appropriate authorities.

**Y**our health care is a top priority and we will do everything possible to make your visit with us pleasant and positive. We also want you to have the best and most current information available regarding your rights and responsibilities, so we encourage you to familiarize yourself with this Patient Bill of Rights. If you have a question or you would like a copy please ask the Customer Service Representative.